

Langlea Avenue Care Home Service

Glasgow

Type of inspection:
Unannounced

Completed on:
19 April 2022

Service provided by:
South Lanarkshire Council

Service provider number:
SP2003003481

Service no:
CS2003001369

About the service

Langlea Avenue registered with the Care Inspectorate on 1 April 2011. The service provides care and accommodation for young people looked after by South Lanarkshire Council. The home is registered to provide a care service to a maximum of seven children and young people aged eight - 20 years. When two siblings choose to share the largest bedroom the maximum number can be eight.

The house is built over two levels. Within the house there is a large kitchen-dining room, a large living room and a snug where young people can relax and spend time together. There is also a gym in the house that young people are free to use when they choose. There are also individual bedrooms and bathing facilities. There is a car park and large garden on the grounds that are easily accessible. The house is in a residential area and close to all local amenities and public transport.

About the inspection

This was an unannounced inspection that took place on 12 April 2022 between 10:00 and 19:00 and 13 April 2022 between 11:00 and 22:30. Feedback was given to the service on 19 April 2022 on teams. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- spoke with five people using the service and four of their family and representatives
- spoke with 11 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals

Key messages

- Children and young people felt and were kept safe at Langlea Avenue.
- Most of the young people in Langlea Avenue felt loved and valued by the people caring for them.
- The young people enjoyed trusting, warm and compassionate relationships with staff.
- Staff supported young people to have active and fulfilling lives.
- Staff also supported young people to safely have time with family or loved ones.
- There were excellent examples of attainment in Langlea Avenue.
- There were good examples of staff spending time with young people to promote their skills and independence.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support children and young people's rights and wellbeing?	5 - Very Good
--	---------------

Further details on the particular areas inspected are provided at the end of this report.

How well do we support children and young people's rights and wellbeing?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Children and young people felt and were kept safe at Langlea Avenue. Comprehensive child protection procedures and relevant staff training supported staff to feel confident in their safeguarding practice. One young person said "I like it here and now I stay in more". We found that the relationships that staff built with the young people were having a positive impact on their safety and helped them to make safer choices.

Most of the young people in Langlea Avenue felt loved and valued by the people caring for them. One young person said "this isn't a care home, it's my home", another said, "I feel very at home and relaxed here". When relationships were difficult, we saw that staff made good efforts to try and repair the relationship. In some cases, young people spoke about how their relationship with individual staff motivated them to do well in school.

The young people enjoyed trusting, warm and compassionate relationships with staff and the service had a plan in place to deliver training in trauma informed practice. Young people told us about activities such as spa nights, pancake nights, come dine with me competitions, trips to the zoo, holiday plans and trips to the cinema. All of these are fun activities that promote bonding and relationships with others in the house.

The young people in Langlea Avenue received good support to communicate what their outcomes should be, including advocacy where required. Their plans detail in plain language, and in their own words, what matters to them. One young person commented that these "lighten up my day when I see a supportive comment or congratulations".

Staff supported young people to have active and fulfilling lives. All of the young people were encouraged to have hobbies and were given opportunities to try new things or pursue areas of interest.

Staff also supported young people to safely have time with family or loved ones. The older young people were also supported to safely have weekends away with their friends. However not all felt they could bring a friend home and some further work could be done by the service to reassure young people that this could be done in a safe way.

The staff at Langlea Avenue were proactive in supporting the young people to access health or mental health services and their health and wellbeing was a priority. The young people were also supported to safely explore their identity and diversity was celebrated in the house.

There were good examples of staff spending time with young people to promote their skills and independence. This included supporting young people to use public transport independently with recent success stories of young people now being able to travel independently to college.

There was also a lot of choice in terms of meal planning and young people were encouraged to cook for themselves to develop their skills but there was a nice balance of also being cooked for by the staff which provided an opportunity to use food as a nurturing experience.

There were excellent examples of attainment in Langlea Avenue. All of the young people were achieving in education and/or employment and they all had realistic and ambitious plans for ongoing education. The young people were able to make these plans with the security of knowing that they could stay in Langlea Avenue, well into adulthood, and they knew their rights in relation to continuing care.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

In order to promote consistency and safe care for young people the provider should carry forward plans to employ peripatetic staff to support children's houses during staff shortages.

They should evidence a system which identifies how they assess the number of staff needed to meet the needs of the young people being cared for.

This is to ensure care and support is consistent with the Health and Social Care Standards which states "My needs are met by the right number of people" (HSCS 3.15)

This area for improvement was made on 27 August 2018.

Action taken since then

The service has the right number of staff employed.

Previous area for improvement 2

In order to improve opportunities for staff to work more closely with placing social workers, when developing care plans the provider should progress staff access to electronic information systems.

This is to ensure care and support is consistent with the Health and Social Care Standards which states "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices" (HSCS 1.15) and which states "My needs, as agreed in my care plan, are fully met, and my wishes and choices respected" (HSCS 1.23)

This area for improvement was made on 27 August 2018.

Action taken since then

Staff had access to the electronic file systems. Young people also benefited from staff and social workers working together, with the young people, on their care plans.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support children and young people's rights and wellbeing?	5 - Very Good
7.1 Children and young people are safe, feel loved and get the most out of life	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.